



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Amend C  
#15  
T.D.  
10/28/03

In re the application of Lundy Lewis

Serial No.: 09/577,232

Filed: March 23, 2000

For: Method and Apparatus for Service Analysis in  
Service Level Management (SLM)

Attorney Docket No.: APB-022

Group Art Unit: 2143

Examiner: David E. England

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Technology Center 2100

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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Date of Deposit October 14, 2003

I hereby certify that this transmittal letter and the papers referred to as being enclosed therein are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Signature

David R. Burns  
David R. Burns

Please Print Name of Person Signing

AMENDMENT AND RESPONSE

Dear Sir:

In response to the Office Action mailed April 11, 2003, the response period of which is extended to October 14, 2003, by the accompanying Request for Extension of Time, Applicant submits the following amendments and remarks. Applicant notes that the October 11, 2003 due date falls on a Saturday and that Monday, October 13, 2003 is Columbus Day a federal holiday within the District of Columbia and therefore the time for taking action expires on October 14, 2003. Please amend the application as set forth below.

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